



Lummi Indian Business Council

2665 Kwina Road · Bellingham, Washington 98226 · (360) 312-2000

'Working together as one to Preserve, Promote and Protect our Sche Lang en'

JOB ANNOUNCEMENT **JOB TITLE:** Crisis Outreach Manager

OPEN: October 4, 2023

EXEMPT: Yes

SALARY: (13) \$46.10-\$51.92/hr. DOE

SHIFT: Flexible

LOCATION: Tribal Administration

DURATION: Regular Full Time

CLOSES: October 18, 2023

JOB CODE:

DIVISION: HHS

DEPARTMENT: Behavioral Health

SUPERVISOR: BH Clinical Director

VACANCIES: 1

JOB SUMMARY: The Crisis Outreach Manager will coordinate and integrate services provided by medical providers, mental health clinicians, substance use disorder counselors, recovery coaches and peer support counselors. This position will be housed primarily within the Behavioral Health Department but may spend time at other Lummi health and social services programs. The Manager will provide clinical guidance and technical support, updates on coding, documentation, supervision for licensed, associate licensed clinicians, peer counselors, and administrative reporting as required. Responsibilities also include ensuring quality improvements are implemented to meet community needs with services delivered. The Manager may directly assess for and provide services related to mental health needs. The Manager may be tasked to work in a number of areas where mental health are being provided to adults, adolescents, and children and to respond to clients in crisis within the community. This position requires the provider to be flexible with work hours based on the services needed within the Lummi Nation.

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES include the following, and other related duties as assigned.

1. Clinical Direction

- Direct the development of a comprehensive strategy for the outreach, assessment, diagnosis, and treatment interventions for Lummi Crisis Outreach Program that is culturally informed.
- Identify comprehensive strategies that can integrate the domains of cultural history, family systems, developmental disorders, neurological deficits, trauma and abuse, substance use disorder, and mental health components.
- Support the coordination of care with community resources such as Lummi Victims of Crime, Lummi Nation Police Department, Lummi probation and court systems, Lummi Children's Services, Lummi Nation School and Early Learning Programs, Lummi Employment Training, and other stakeholders in order to provide wrap-around services for children, youth, and adults.
- Continually assess the electronic formats utilized in the electronic health records to ensure therapists have the appropriate tools to complete and meet the programmatic demands and the Washington State Code requirements.
- Assist in the development and implementation of outcome-based assessments that lend themselves to empirically based research reporting.
- Collaborate with the LTHC and BH leadership regarding the integration of a clinical team to provide holistic patient centered care.

- Assist the BH Director in the development of MOA's with stakeholders related to crisis outreach at Lummi Nation and in the broader community.
- Identify additional resources for clients not provided by Lummi health programs such as mental health and substance use disorder inpatient treatment access, referrals for psychiatric evaluations, referrals to detoxification services, and other specialized services as needed.
- Develop reports in order to review caseloads, to monitor encounter rates, and to determine distribution of referrals.
- Work with the Crisis Outreach Supervisor to develop a database for all crisis and outreach referrals. This information will be compiled quarterly and provided to the BH Director for reporting to LIBC leadership as requested.
- Support the coordination of billing for services between coders and clinicians to meet all WAC and departmental documentation requirements.
- Manage overall demands of the Crisis Outreach staff to include, but not limited to, leave requests/coverage, schedule changes, stress management, workplace atmosphere, and time management.
- Provide clinical support to clients in crisis, triage with LTHC and LCS clinical staff and the BH staff as needed.

Assist the BH Director in the development and preparation of departmental work plans

2. Clinical Supervision:

- Lead meetings with the Crisis Outreach Program staff to discuss administrative tasks and process, clinical training needs, LIBC program updates and changes, and case reviews.
- Ensure Program staff participates in required LIBC employee trainings.
- Provide individual supervision monthly or more frequently as needed for each clinical supervisee in order to provide consultation, determine individual training needs, and provide feedback on clinical charting.
- Provide supervision for certified mental health and substance use disorder peer support counselors as needed. Review and sign-off on clinical records for supervisees.
- Keep a log of individual supervision for licensed clinicians and trainees.
- Coordinate continuing educational experiences that would enhance the skill development of staff in order for staff to meet the service goals of BH and Washington State requirements.
- Participate in management meetings with the BH leadership team.
- Collaborate with the schools and with Lummi program partners on the presentation of prevention and intervention trainings for youth, adults, and the community.
- Responsible for completing the Annual Performance Reviews for each direct supervisee.
- Maintain strict confidentiality in all work related areas; process all client information activities in a confidential manner consistent with Lummi Nation's policies.

3. Clinical Services:

- Maintain Mental Health Counselor credentials with Washington State.
- Provide assessment and treatment services using a strength-based approach to address cognitive, behavioral and/or emotional deficits.
- Provide culturally congruent and sensitive services.
- Use an evidenced based practice therapeutic model in the delivery of services. i.e. Trauma-focused, Cognitive Behavioral Therapy, and Motivational Interviewing practices based on client individual needs.
- Provide appropriate and timely referral assistance to clients whose needs are beyond the scope of practice and require more specialized services. Referrals will be coordinated with the BH staff.
- Provide consultation with client family members and other service providers at Lummi Nation or in the broader community consistent with the client's wishes or needs.

- Comply with the provisions of BH for consistency in documentation, programmatic processes, and standardization.
- Standardized practices for crisis outreach services
- Provide support for other team members and their clients during scheduled work hours or when clinicians are on leave.

4. Crisis Outreach Services:

- Participate in crisis response protocol, including being in monthly rotation to provide coverage for the 24/7 crisis phone.
- Oversee crisis outreach services provided by Crisis Outreach Supervisor and staff.
- Work with the BH Director to develop additional programming around serving clients in crisis.

MINIMUM QUALIFICATIONS:

- Masters degree in Psychology, Education, Counseling, Social Work, or Behavioral Science from an accredited college or university.
- One year experience working with children, youth and families
- Mental Health Provider Washington State Licensure.
- Must be willing to complete 15 hours of Supervision training that meets the WA State requirements to be a supervisor at earliest training availability.
- Must possess a valid Washington state driver's license and meet eligible requirements for tribal insurance.
- Lummi/Native American/Veteran preference policy applies.

KNOWLEDGE, ABILITIES AND SKILLS:

- Ability to learn on the job and willing to participate in relevant job training opportunities as identified
- Knowledge of guidelines for reporting as required by Federal, State, Local, and Tribal regulations or laws.
- Ability to maintain strict confidentiality in all work related areas, process all client information and activities in a confidential manner consistent with the HIPAA and Lummi Nation's Policies (42CFR).
- Ability to develop professional relationships with relatives of clients and involve them as appropriate in the client's treatment.
- Ability to develop appropriate and professional relationships with other services providers, consultants, and case managers.
- Ability to communicate effectively both orally and in writing.
- Must be supportive of the organization's mission goals and adhere to program rules and policies.
- Knowledgeable in mental health performance standards
- Knowledgeable in substance use disorder standards and co-occurring standards.

REQUIREMENTS:

- Must pass pre-employment and random drug and alcohol test to be eligible for and maintain employment, as required by the LIBC Drug & Alcohol Free Workplace Policy.
- This position requires regular contact with or control over Indian children and is therefore subject to successful and extensive criminal background check, CAMIS background check.
- Must have CPR and First Aid certification within 30 days of hire.
- Must have knowledge about HIV/AIDS and sexually transmitted diseases.
- Experience working with Native American children and their families *preferred*.
- Must be accepting and respectful toward clients and staff.

- Must be fully vaccinated for COVID-19 including two (2) doses of a 2-dose series, or one (1) dose of a 1-dose series, plus 14 days beyond the final dose prior to the start date.

TO APPLY:

To obtain a Lummi Indian Business Council (LIBC) application go to: <https://www.lummi-nsn.gov/widgets/JobsNow.php> or request by e-mail libchr@lummi-nsn.gov. For more information contact the HR front desk (360) 312-2023. Submit LIBC application, cover letter, resume & reference letters no later than 4:30 p.m. on the closing date listed above. If listing degrees or certifications include copies. Mailing Address: 2665 Kwina Road, Bellingham, WA 98226. Human Resource Fax number: 360-380-6991.